

CLAIMS

What is claimed is:

- SMF 2*
1. A method for interacting with a client user in a network-based environment during installation management in order to enhance visibility, comprising the steps of:
 4. (a) identifying a user;
 5. (b) collecting information about the user, wherein the information relates to the installation of a service;
 6. (c) building a profile of the user based on the collected information;
 7. (d) managing a plurality of different contents;
 8. (e) analyzing the profile and the contents in order to match attributes of the profile of the user and attributes of the contents;
 9. (f) selecting the contents which have attributes that match the attributes of the profile of the user; and
 10. (g) delivering the selected contents to the user;
 11. (h) .
 1. 2. A method as recited in claim 1, wherein the step of analyzing the profile occurs in real time.
 1. 3. A method as recited in claim 1, further comprising the step of identifying a time when the user last viewed the contents, and indicating portions of the contents that have been modified or added since the time when the user last viewed the contents.
 1. 4. A method as recited in claim 1, wherein the user is identified by using a cookie, receiving user input, and digital certificates.

- 1 5. A method as recited in claim 1, further comprising the step of allowing the
2 user to rate the contents.
- 1 6. A method as recited in claim 1, wherein the interaction is carried out over a
2 network.
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- 1 7. A computer program embodied on a computer readable medium for
2 interacting with a client user in a network-based environment during
3 installation management in order to enhance visibility, comprising:
4 (a) a code segment that identifies a user;
5 (b) a code segment that collects information about the user, wherein the
6 information relates to the installation of a service;
7 (c) a code segment that builds a profile of the user based on the collected
8 information; *a*
9 (d) a code segment that manages a plurality of different contents;
10 (e) a code segment that analyzes the profile and the contents in order to match
11 attributes of the profile of the user and attributes of the contents;
12 (f) a code segment that selects the contents which have attributes that match the
13 attributes of the profile of the user; and
14 (g) a code segment that delivers the selected contents to the user
- 1 8. A computer program as recited in claim 7, wherein the code segment that
2 analyzes the profile occurs in real time.
- 1 9. A computer program as recited in claim 7, further comprising a code
2 segment that identifies a time when the user last viewed the contents, and
3 indicates portions of the contents that have been modified or added since the
4 time when the user last viewed the contents.
- 1 10. A computer program as recited in claim 7, wherein the user is identified by
2 using a cookie, receiving user input, and digital certificates.

- 1 11. A computer program as recited in claim 7, further comprising a code
2 segment that allows the user to rate the contents.
- 1 12. A computer program as recited in claim 7, wherein the interaction is carried
2 out over a network
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- 1 13. A system for interacting with a client user in a network-based environment
2 during installation management in order to enhance visibility, comprising:
3 (a) logic that identifies a user;
4 (b) logic that collects information about the user, wherein the information relates
5 to the installation of a service;
6 (c) logic that builds a profile of the user based on the collected information;
7 (d) logic that manages a plurality of different contents;
8 (e) logic that analyzes the profile and the contents in order to match attributes of
9 the profile of the user and attributes of the contents;
10 (f) logic that selects the contents which have attributes that match the attributes
11 of the profile of the user; and
12 (g) logic that delivers the selected contents to the user.
- 1 14. A system as recited in claim 13, wherein logic that analyzes the profile
2 occurs in real time.
- 1 15. A system as recited in claim 13, further comprising logic that identifies a
2 time when the user last viewed the contents, and indicates portions of the
3 contents that have been modified or added since the time when the user last
4 viewed the contents.
- 1 16. A system as recited in claim 13, wherein the user is identified by using a
2 cookie, receiving user input, and digital certificates.

1 17. A system as recited in claim 13, further comprising logic that allows the user
2 to rate the contents.

1 18. A system as recited in claim 13, wherein the interaction is carried out over a
2 network

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